OSS FUNCTIONS

18. The OSS functions SWBT must make accessible to CLECs are pre-ordering, ordering, provisioning, repair and maintenance, and billing. SWBT is providing CLECs with multiple choices of electronic interfaces for access to its OSS functions depending upon their business needs, which may vary based upon transaction volumes and the information services resources of their company. SWBT will make additional interfaces available as negotiated and provided for in interconnection agreements with individual CLECs.

19. In the following paragraphs, I will describe each of the interfaces that SWBT is making available for access to each OSS function. Attachment A to my affidavit provides an overview of generic text and flow diagrams that describe the electronic interfaces SWBT is making available to CLECs. Attachment B provides a summary of all the electronic interfaces discussed below and includes the physical interface, hardware and software requirements, as well as the hours of operation for each electronic interface.

Pre -Ordering

20. Pre-ordering involves the exchange of information between SWBT and a CLEC about a current or potential customer during the negotiation phase with that customer, which will enable the CLEC to submit an accurate service request to SWBT. Pre-ordering capabilities include address verification, customer service record information, services and features availability, telephone number assignment, due date availability (resale), dispatch requirements (resale), PIC availability, channel facility assignment verification (unbundled

network elements) and network channel/interface verification (unbundled network elements).

21. SWBT provides CLECs with a choice of three electronic interfaces for access to its OSS pre-ordering capabilities: Easy Access Sales Environment ("EASE"), Verigate, and DataGate. All three electronic interface options provide CLECs with "real time" access on a dial-up or direct connection basis. CLECs can choose the electronic interface (s) that best suits their individual business objectives and systems architecture.

22. EASE is an on-line system that was developed as a service order negotiation tool for SWBT's own retail service representatives, and is currently used by them with both residence and business customers. Residence EASE is used for pre-ordering and ordering for customers with up to 5 lines. Business EASE is used for pre-ordering and ordering for customers with up to 30 lines. Both residence and business EASE are now available to CLECs for pre-ordering resold services. It will afford CLECs precisely the same access to pre-ordering capabilities that SWBT offers to its retail service representatives. EASE is in English and enables CLECs to access pre-order functions to accomplish straight conversions, establish new accounts, as well as to make changes to or to disconnect the customer's service.

23. Verigate is a SWBT graphical user interface that operates with Windows™ and provides CLECs with access to pre-ordering functions available from SWBT's "back office"

systems. It was designed for CLECs that do not want to use EASE or to pursue development of their own graphic user interface, and are not ready to use DataGate. Verigate provides CLECs with pre-ordering capabilities for resold services and unbundled network elements.

24. DataGate is a SWBT gateway which provides an application to application electronic interface for those CLECs with their own graphical user interface. It provides CLECs with pre-ordering capabilities for resold services and unbundled network elements. Sprint has been testing DataGate since the end of January 1997. AT&T has also been testing DataGate since March 13, 1997.

25. The pre-ordering electronic interfaces described above were developed by SWBT. National standards for electronic interfaces for pre-ordering have not yet been developed, since all substantive standards work to date has focused on ordering functions. Nevertheless, SWBT has and will continue to participate in national forums and standards committees to develop standards necessary for CLECs to effectively exchange information with SWBT. When national standards are developed for the pre-ordering function, assuming they are different from that which SWBT is providing today, SWBT will make such an interface available to those CLECs that request it.

Ordering/Provisioning

26. Ordering involves the actual transmittal of the service request from the CLEC to SWBT with the necessary information for issuance of a service order. Provisioning involves the exchange of information whereby the CLEC has the capability to obtain order confirmation data, service order status, and service order completion information. Ordering/provisioning capabilities include order receipt, the return of acknowledgments, editing for valid information, the return of error information, order confirmation and the return of service order completion status.

27. SWBT provides CLECs with a choice of three electronic interfaces for access to its OSS ordering/provisioning capabilities: EASE, an Electronic Data Interchange ("EDI") gateway, and LSR EXchange system (LEX). SWBT also provides a method (described in paragraph 34) for manually interfacing with it for those CLECs that do not want to utilize an electronic interface for ordering/provisioning.

28. EASE is now available to CLECs for ordering and provisioning resold services. EASE enables the CLECs to perform conversions, new orders, change orders, outside moves and disconnects of residence customers, and most business customers (up to 30 lines). As noted above, EASE is precisely the same electronic interface that SWBT's own retail service representatives use in pre-ordering and ordering/provisioning service for both residence and business customers. The proven capabilities of the EASE system provide a robust service negotiation /pre-ordering/ordering/provisioning application for CLECs.

SWBT will provide CLECs with a daily feed of distributed service order information that will enable them to mechanically populate their billing system and synchronize those records with the service order flow generated via EASE. The system and the associated training is available today. Use of EASE obviates the need to develop entire new code sets and facilitates market entry for any CLEC, particularly those with limited information services capabilities. EASE contains over 1,000 edits that ensures a high percentage of error-free flow-through for service orders formatted by the system. EASE is offered as a way for CLECs (large or small) to quickly begin to electronically negotiate resale orders and efficiently transmit these orders to SWBT. As CLECs utilize EASE, SWBT will concurrently continue to work with CLECs on development of interfaces that operate using industry standards. This way the industry standard interfaces will have time to become as robust as EASE to best support significant order volumes over a wide array of services.

29. SWBT's EDI Gateway provides an electronic interface which conforms to the Ordering and Billing Forum/Telecommunications Interface Forum ("OBF/TCIF") national standard guidelines. As a baseline, SWBT's EDI Gateway currently supports OBF Local Service Ordering Guidelines (LSOG) Version 1 for the associated and developed TCIF/EDI standards. Further, SWBT has mutually negotiated and developed certain additional requirements in order to expedite CLEC needs in advance of standards. For the above, SWBT's EDI Gateway is now available to CLECs for testing with SWBT the ordering and provisioning of both resold services and unbundled network elements. This capability

enables the CLECs to electronically submit Local Service Requests (LSRs) to SWBT, receive acknowledgments, confirmations and completion status utilizing their own user interface. It is important to note that the EDI ordering processes are a new development to support an extremely complex task. Implementation of this interface depends on the mutual efforts of CLECs and SWBT. Functionality will evolve over time as CLECs fully employ their interface systems with capabilities available today in EASE. However, SWBT is committed to working with CLECs to expedite this effort. The physical connection between AT&T's and SWBT's data centers has been established for EDI transmission testing. We anticipate that AT&T will be ready to test sometime in the April 1997 time frame.

30. Specifically, SWBT's EDI Gateway currently enables the CLECs to perform conversions, new connects with straight line listings, changes of service, disconnects, and suspend order requests for resold services. National standards which will provide CLECs with an EDI capability for non-straight line directory listings, partial migrations and complex services are being developed. SWBT will incorporate these new national standards into its EDI gateway as soon as they are developed.

31. As previously stated, SWBT's EDI Gateway currently supports the ordering and provisioning of certain unbundled network elements. While national standards have yet to be fully developed for the ordering and provisioning of all unbundled network elements, SWBT has taken a proactive approach to incorporate the completed OBF/TCIF national

standards into its EDI Gateway. As a result, SWBT is providing CLECs with the capability of utilizing its EDI Gateway, to submit conversion, new connect, change, disconnect, outside move, and records change orders for unbundled local loops, interim number portability, and switch ports. As industry standards are defined and approved for other unbundled network elements, SWBT will incorporate those standards into its EDI Gateway. In fact, SWBT has committed to update its interface to support newly adopted OBF/TCIF standards within 120 days of their becoming final. SWBT is ready to make its EDI Gateway for Unbundled Network Elements available to CLECs to begin implementation and end-to-end testing efforts.

32. LEX is a graphical user interface being developed by SWBT for operation on Windows™ that is based upon national OBF/LSR standards. It will allow CLECs to electronically create and transmit LSRs to SWBT, to receive acknowledgments and notification of error details from SWBT, and to track firm order confirmations and service order completion status of LSRs. LEX is an option for CLECs that do not have EDI capability. It will be available for use by CLECs in the second quarter of 1997.

33. SWBT also provides CLECs with an electronic interface to check on the status of a pending order that has been entered and accepted for processing: Order Status is a feature of the SWBT Toolbar (formerly known as Customer Network Administration) , which is a SWBT developed system that is available to CLECs today for checking the status of service orders, or to verify that a service order has been completed. SWBT Toolbar for

Trouble Administration is discussed in more detail in the maintenance and repair section of this affidavit.

34. SWBT provides CLECs with a capability to submit service orders by facsimile. As will be discussed in more detail in Ms. Lowrance's affidavit, CLECs can send service requests for resold services to SWBT by facsimile, where they will be entered into EASE by customer service representatives in the LSPSC.

35. There currently exists no means to electronically receive and process service requests for resold services of large business customers (i.e., those with over 30 lines) and certain complex serving arrangements (e.g. those that involve multiline hunting, trunk groups, DID trunks, etc.). SWBT's current process to handle these types of service requests for its own retail customers requires extensive manual coordination on the part of SWBT service representatives. CLECs will also need to contact the LSPSC in order to process such service requests (in the same manner as they are handled for SWBT customers).

Maintenance And Repair

36. Maintenance and repair involves the exchange of information which gives CLECs the capability to request repair of resold services and unbundled network elements, and to check on the status of these trouble reports. SWBT provides CLECs with several options for reporting trouble, and requesting maintenance and repairs. CLECs can call the LSPC, as will be discussed in more detail by Ms. Kramer in her affidavit. SWBT also provides

CLECs with a choice of two electronic interfaces for access to its OSS maintenance and repair capabilities for resold services or unbundled network elements: Trouble Administration from the SWBT Toolbar (formerly known as Customer Network Administration) and Electronic Bonding Interface ("EBI").

37. The Trouble Administration (TA) feature of the SWBT developed Toolbar application is currently used by SWBT retail business customers and interexchange carriers for maintenance and repair administration. TA has been enhanced and made available to CLECs so that they may electronically submit and check on the status of trouble reports. In addition, TA has the capability of initiating a mechanized loop test and receiving the test results for resold Plain Old Telephone Service (POTS) lines without initiating a trouble report. The test results will provide a direct current (DC) test which will reflect the ohms readings of the Tip to Ring, Tip to ground, and Ring to ground readings, and the alternating current readings (AC) for the same 3 measures. These readings will allow the CLEC to verify that the loop is balanced or determine that trouble is in the loop or wiring and equipment beyond the network interface device at the end user's premises. The test will also provide a capacitance reading so that the CLEC can determine how far out of the central office this loop is going. This test result will also provide an English statement as to the test verification results, such as "Test OK". TA will also provide trouble history to the CLEC for those POTS lines.

38. EBI is the industry standardized electronic interface conforming to ANSI standards for trouble reporting and obtaining status updates. It is currently in use by interexchange carriers for exchange access services trouble reporting. EBI has been enhanced by SWBT to enable CLECs to submit trouble reports, receive trouble status updates and closure information. In addition, in a number of interconnection agreements with CLECs, SWBT has agreed to assist in effecting changes through national standards to enhance EBI to provide additional functionality. These enhancements include the ability to perform feature and line option verification and request corrections, to perform network surveillance, to initiate and receive test results on resold services, to receive immediate notification of missed appointments, and to identify existing cable failures (by cable and pair numbering). A SWBT employee is the Resale Adhoc subcommittee chairperson at the Electronic Communications Implementation Committee (ECIC). This committee is addressing additional requirements support for trouble administration. Current issues being addressed include the ability to initiate and receive test results and trouble history on resold POTS services. The other aforementioned enhancements are yet to be addressed by ECIC.

Billing

39. Billing involves the exchange of information necessary for CLECs to bill their customers, to process the end user's claims and adjustments, and to view SWBT's bill for services provided to the CLEC. SWBT provides CLECs with a choice of four options for obtaining electronic access to billing information: Bill Plus ™, EDI, Customer Network

Administration (CNA), and Usage Extract Feed.

40. Bill Plus ™ is essentially a paper bill in electronic format. It enables CLECs to receive their monthly bill on a diskette or to download bills to their computer systems by modem today (or CD ROM by 2nd quarter 1997). With Bill Plus ™, CLECs can search for information on the bill, generate standardized or customized reports using any data that appears on the bill, or print any portion of the bill. Currently, over 650 SWBT retail business customers (25,000 accounts) are receiving their bills via this electronic mode.

41. EDI provides an industry standardized electronic interface which enables CLECs to receive data in an electronic format from SWBT's Customer Record Information System ("CRIS") database, the same information that would appear on their paper bill for resold services. EDI enables CLECs to manipulate billing data, generate reports involving billing data, track intraLATA long distance calls, and export data to their internal systems. Currently, over thirty five SWBT retail business customers (over 30,000 accounts) are receiving their bills via this electronic mode.

42. SWBT makes available to CLECs today an EDI interface to receive data in an electronic format from its Carrier Access Billing System ("CABS") database, the same information that would appear on its paper bill for unbundled network elements.

43. SWBT also makes available to CLECs today on-line access to CNA in order to obtain the same billing information for both resold services and unbundled network elements that would appear on its paper bill. With access to CNA, CLECs can perform a variety of activities. They can pull up billing information on all of their accounts, view current and prior (3 months back for CRIS and 11 months back for CABS) bills, create bill summaries, generate reports, and cross reference working and billing telephone numbers. CNA for billing will be migrated to the SWBT Toolbar in third quarter 1997.

44. Usage Extract Feed will provide CLECs electronically, on a daily basis, with information on the usage billed to its accounts in the industry standardized Exchange Message Record (EMR) format. This is a new capability implemented by SWBT that became available for CLEC use in December 1996. Several CLECs have been provided information regarding this service and one large CLEC has successfully received two test files. The Usage Extract Feed required over 5,000 hours work to complete design, testing and coding. CLECs will have to perform coding changes to receive this usage data into their billing system, so that they can rate and bill their end user customers.

OSS FUNCTIONS SUMMARY

45. To date, no CLECs are using, on a "live" basis, any of the electronic interfaces SWBT makes available for pre-ordering, ordering/provisioning, maintenance/repair, and billing. However, AT&T is accessing our EASE system while developing their internal training material and their methods and procedures for their service representatives. In addition,

several CLECs have signed contracts that are pending state commissions approval to utilize our electronic interfaces. In an effort to stimulate CLEC interest in SWBT's electronic interfaces, SWBT has provided demonstrations of its electronic interfaces (e.g.; EASE, Trouble Administration, etc.) to several CLECs, including AT&T, MCI and Sprint. A listing of the completed demonstrations to date is provided as Attachment C. In addition, SWBT has begun offering a one-time, 90-day free access period to its OSS functions. The free access period begins when access is established to any function in a live mode. SWBT also offers a free 90-day evaluation period whereby SWBT software applications (e.g., EASE, etc.) and existing testing databases are made available, as applicable. The free access period does not apply to tariffed OSS functionality (e.g., Bill Plus).

46. SWBT offers formal training sessions for CLECs who elect to interface with SWBT electronically. Depending on the chosen application (s), the training is either a requirement or optional to the CLEC. Training is required for applications that impact SWBT's network (e.g.; EASE and on the Trouble Administration application under the SWBT Toolbar). These sessions are instructor-led and will include "take-home" documentation with the intention that attendees will in turn train others within their own company. A nominal fee will be charged for all formal training sessions. Attachment D lists the CLECs that have already taken advantage of such training sessions and those that are scheduled to attend over the next few months.

NATIONAL STANDARDS DEVELOPMENT AND INTERIM ARRANGEMENTS

47. Prior to February 8, 1996, incumbent local exchange carriers, like SWBT, were not required on a total company basis to resell their local exchange services nor to unbundle their networks. Consequently, there were no national standardized electronic interfaces for access to SWBT's OSS functions. Nonetheless, SWBT has been active in standards setting organizations and supports the development of national standards for electronic interfaces with its OSS functions. For example, SWBT has expended considerable resources to define requirements and to develop an EDI gateway for ordering that conforms to national standards. SWBT has more than 12 representatives working on national standards development specifically related to Local Service Request (LSR) order formats and EDI data formats at the OBF/TCIF committees. In addition, SWBT has 9 employees working on the requirements for SWBT's systems that will process the LSRs received from the CLECs and at least 24 more employees are responsible for the design/development of this work. As a result of this commitment, SWBT has an EDI gateway in place that is capable of processing numerous types of orders for both resold services and unbundled network elements. As noted above, SWBT has promptly implemented national standards for electronic interfaces within its OSS functions as they have been developed, and has agreed to implement new national standards within 120 days of their release.

48. Like many CLECs, SWBT does not plan to support multiple versions of the same interface. However, while industry standardized interfaces are under development for many OSS functions, SWBT has attempted to accommodate the needs of CLECs by negotiating the implementation of interim arrangements for a variety of electronic interfaces. For example, SWBT has been working jointly with AT&T to define additional ordering requirements for the EDI interface even beyond what has been addressed within the national standards setting process. The important thing to remember is that implementation of these interim arrangements is complicated and requires cooperation between SWBT and the CLECs. It frequently requires extensive mapping between SWBT and the CLECs, and agreement as to the timing of movement from interim arrangements to emerging industry standards.

SYSTEM CAPACITY

49. Many CLECs have expressed concerns about the ability of the incumbent local exchange carriers' electronic interfaces and OSS functions to handle their requirements. In connection with its negotiation of interconnection agreements with several of the larger CLECs, SWBT orally requested forecasts of expected transaction/order volumes, and of the electronic interfaces they expected to utilize. No CLEC provided any forecast information with which SWBT could accurately develop and plan for increases in OSS capacity. Consequently, SWBT recently sent written detailed requests for forecast information to each CLEC which it has negotiated or arbitrated interconnection agreements. Attachment E is a sample copy of the letter requesting forecast information

that was sent to the CLECs. SWBT specifically requested written estimates of the quantity of interconnection, resold services, and unbundled network elements that each of these CLECs expects to order in 1997 through 1999, and the electronic interfaces they will utilize. In order to assist them in supplying the requested information, SWBT provided each of these CLECs with several charts detailing the kind of information that would be useful on both a quarterly and annual basis by state. As of April 9, 1997, only one small CLEC had responded to SWBT's written requests for this forecast information, with which SWBT can ensure that its OSS capacity is properly sized to meet the CLECs' expected demands. SWBT account managers will be placing follow-up calls to the CLECs beginning April 14, 1997 to determine when the forecasts will be provided. Nonetheless, SWBT is committed to providing sufficient processing capacity to meet the demand of CLECs using any of SWBT's electronic interfaces. As described in paragraphs 8 and 9, SWBT has made substantial investments to increase its OSS capacity in preparation for CLEC usage of SWBT's electronic interfaces. Most of SWBT's electronic interfaces and OSS functions are designed to be scaleable, since these applications utilize state of the art client/server technology. SWBT also has processes in place to monitor capacity needs. Additional hardware can easily be incorporated into the existing infrastructure to accommodate growth.

50. With respect to the electronic interfaces SWBT is making available to the CLECs, several were operational and used for processing service orders for its retail residence, business, and interexchange carrier customers prior to the enactment of the Act. Therefore, SWBT

has experience with the capacity of these electronic interfaces and systems. Others are new and SWBT has performed tests to determine the scaleability of these electronic interfaces and systems. Since we are offering the CLECs some of the same front office systems we use ourselves and our back office systems will be processing CLEC requests alongside our own, we have just as much or perhaps even more at risk in making sure that we are able to handle the extra load from CLEC volumes. If we don't have sufficient capacity, the system response times for our own representatives and customers will be negatively impacted and our ability to turn cycles on our back office systems will be hampered. That is why the receipt of accurate forecasts from all CLECs is critical to SWBT so we can add CLEC estimates on top of our own capacity planning process to ensure that we have enough time to purchase and install any necessary hardware to meet our combined needs. In the following paragraphs, I will describe the capacity of SWBT's various electronic interfaces and OSS functions.

51. In lieu of forecasts from the CLECs, SWBT has increased its OSS capacity based upon its own estimates of initial CLEC activity. For example, SWBT's EDI gateway can handle up to 50,000 total transactions in an hour. A more relevant statistic would be the number of service orders that the interface can support. However, since SWBT's EDI gateway is new for CLEC ordering, accurate forecasts of CLEC volumes do not exist, and because variations in pricing of resold services and unbundled network elements will affect the market differently in every state, SWBT cannot accurately predict the system capacity of EDI. Nonetheless, SWBT built the EDI Gateway to support order requests for resold

services based on the receipt of 100,000 resale service requests per quarter and to support unbundled network elements based on the receipt of nearly 300,000 service requests during 1997, beginning with minimal orders forecasted during the first quarter with increases through 1997. Additional capacity above and beyond these numbers is available for CLEC orders processed by using SWBT's EASE interface as described in paragraph 53. Traditionally, SWBT augments its computer processors when they are expected to reach approximately 85% of operating capacity, based upon an analysis of actual usage and available forecasts. Modifications to mainframes that support multiple operating systems are made to support all system resources on an equivalent basis.

52. SWBT's RAF, which is required for electronic access to EASE, Verigate, DataGate, SWBT Toolbar and CNA, is currently designed to handle 96 simultaneous dial-up connections (analog and ISDN) plus 24 private line connections. Additional dial-up modems or private line connections can be added to the RAF. If volumes warrant, the RAF facility could be expanded to meet demand. SWBT will closely monitor the CLECs' use of its RAF during 1997 and will add a second facility if needed to double our existing capacity.

53. EASE currently processes an average of 65,000 service orders daily for SWBT retail customers, but has handled up to 91,000 service orders on a peak day. In 1996, SWBT processed 24.6 million service orders through its "back office" systems, or roughly 100,000 per workday. Of that volume, 12.8 million service orders were processed

through EASE. CLECs that utilize EASE will reuse embedded EASE capacity as SWBT customers are converted to CLEC accounts. This adds to the overall electronic interface capacity that SWBT makes available to CLECs.

54. Verigate became operational in the spring of 1996 and is being used today by a number of interexchange carriers to perform pre-ordering for special access requests. Verigate performed a total of 19,725 transactions in 1996, beginning with 1,725 in June and steadily increasing to 3,552 transactions in December.

55. DataGate has been used for some time by SWBT to retrieve data from other internal applications, and is currently processing an average of 350,000 transactions per day.

56. SWBT Toolbar enables SWBT's retail business customers and interexchange carriers to check the status of service orders and to submit and check the status of trouble reports. CNA enables CLECs to access billing information. In 1996, as an aggregate of order status, trouble administration, and billing inquiries, SWBT Toolbar and CNA processed almost 41,000 transactions. SWBT Toolbar software for checking the status of service orders and for trouble administration has no transaction limit. Any limitations will be determined by the CLEC's choice of dial-up or private line access to the Toolbar via SWBT's RAF. CNA software for billing inquiry has no limit to the total number of transactions per day. However, there is a limit to the number of concurrent users which is dependent on their access method. For dial-up CLECs, there is currently a 32 modem

terminating limit. Combining dial-up and direct access, the limit would be no more than 50 concurrent transactions. CNA for billing will be migrated to the SWBT Toolbar in third quarter 1997 and the capacity will then be based on SWBT's RAF, which will be closely monitored and is scaleable

57. EBI is in operation today for trouble administration of exchange access services and is being utilized by AT&T and MCI. In 1996, EBI processed over 24,000 trouble reports which amounted to approximately 288,000 transactions based on an average of 12 transactions per trouble report. EBI has been successfully "stress tested" in a prototype environment to allow the creation of 4,000 trouble reports per day. Although there is not a limit on the number of transactions EBI can handle, response times for back-office systems that EBI accesses could be affected by greatly increased transaction volumes. Therefore, transaction volume increases and any corresponding impact on response time will continue to be monitored by SWBT to determine when system capacity should be increased.

58. The Usage Data Extract Feed has no limit to the total number of transactions it can handle per day. A test file of over 400 messages has been successfully transmitted to a CLEC. Capacity planning for daily usage information has assumed the ability to store forty-five days of daily usage files for the specified number of lines.

CONCLUSION

59. SWBT meets the requirements of the Act and is in compliance with the FCC's orders in terms of providing CLECs with "at least equivalent electronic access" to its OSS functions that it provides "to itself, its customers, or other carriers." SWBT has also gone even further to provide CLECs with choices of both industry standardized interfaces and negotiated interim interfaces for access to its OSS functions that it did not provide to itself, its customers, or other carriers prior to the Act.

60. SWBT has designed its electronic interfaces and OSS functions to be scaleable in order to quickly and effectively add capacity as volumes warrant. SWBT has no reason to believe that it will not be able to handle large volumes of orders or transactions that can reasonably be anticipated from the CLECs.

ATTACHMENT A

GENERIC TEXT AND FLOW DIAGRAMS

SWBT ELECTRONIC INTERFACES AVAILABLE TO CLECS

ACCESS TO SOUTHWESTERN BELL OPERATIONS SUPPORT SYSTEMS FUNCTIONS

SWBT OPERATIONS SUPPORT INTERFACES

- SWBT IS MAKING AVAILABLE MULTIPLE ELECTRONIC INTERFACE CHOICES TO CLECs FOR ACCESS TO SWBT'S OPERATIONS SUPPORT SYSTEMS FUNCTIONS

- SEVERAL INTERFACES ARE AVAILABLE TODAY

- ADDITIONAL ELECTRONIC INTERFACE FUNCTIONS WILL BE AVAILABLE AS NEGOTIATED

PRE - ORDERING

- ELECTRONIC INTERFACES ARE AVAILABLE TO CLECs FOR BOTH **RESALE AND UNBUNDLED NETWORK ELEMENTS** TODAY
- PRE - ORDERING FUNCTIONS INCLUDE:
  - » ADDRESS VERIFICATION
  - » TELEPHONE NUMBER ASSIGNMENT
  - » SERVICE / FEATURE AVAILABILITY
  - » DUE DATE AVAILABILITY (RESALE)
  - » CUSTOMER SERVICE RECORD INFORMATION
  - » DISPATCH REQUIREMENTS
  - » CHANNEL FACILITY ASSIGNMENT (CFA) AND NETWORK CHANNEL / INTERFACE (NC/NCI) VERIFICATION (UNBUNDLED ELEMENTS)